

Updated Listing of the Claims:

1-18. (Canceled)

19. (Previously Presented) A computer program product comprising:
a computer usable medium having computer readable program code for
regenerating electronic mail embodied therein, said computer readable program code
configured to:
obtain a request from a user for an electronic mail message previously transmitted
to a customer;
obtain a stored reference to a template comprising template data associated with
said electronic mail message;
obtain said template using said stored reference;
obtain customer information about said customer;
obtain previously calculated information associated with said electronic mail
message; and
recreate a new version of said electronic mail message by combining said
customer information, said previously calculated information, and said template data.

20. (Previously Presented) The computer program product of claim 19
wherein said template varies depending upon what type of trigger event initiated said
request.

21. (Previously Presented) The computer program product of claim 20 wherein said templates comprises information related to a customer transaction.

22. (Previously Presented) The computer program product of claim 19 wherein said electronic mail message comprises a message personalized for said user.

23. (Previously Presented) The computer program product of claim 19 wherein said new version of said electronic mail message is sent to said user for display.

24. (Previously Presented) The computer program product of claim 23 wherein said user comprises a customer service representative.

25. (Previously Presented) The computer program product of claim 23 wherein said user comprises said customer.

26. (Previously Presented) The computer program product of claim 19 wherein said customer information is obtained from a historical data file.

27. (Previously Presented) The computer program product of claim 26 wherein said historical data file comprises information providing a reason for transmitting said electronic mail message.

28. (Previously Presented) The computer program product of claim 26 wherein said template data is separable from said historical data file.

29. (Previously Presented) The computer program product of claim 26 wherein said historical data file comprises transaction information.

30. (Previously Presented) The computer program product of claim 29 wherein said transaction information comprises data associated with said customer.

31. (Previously Presented) A method for regenerating message data comprising:

- obtaining a request from a user for an electronic mail message previously transmitted to a customer;
- obtaining a stored reference to a template comprising template data associated with said electronic mail message;
- obtaining said template using said reference;
- obtaining customer information about said customer;
- obtaining previously calculated information associated with said electronic mail message; and
- recreating a new version of said electronic mail message by combining said customer information, said previously calculated information, and said template data.

32. (Previously Presented) The method of claim 31 wherein said template varies depending upon what type of trigger event initiated said request.

33. (Previously Presented) The method of claim 31 wherein said templates comprises information related to a transaction with said customer.

34. (Previously Presented) The method of claim 31 wherein said electronic mail message comprises a message personalized for said user.

35. (Previously Presented) The method of claim 31 wherein said new version of said electronic mail message is sent to said user for display.

36. (Previously Presented) The method of claim 35 wherein said user comprises a customer service representative.

37. (Previously Presented) The method of claim 35 wherein said user comprises said customer.

38. (Previously Presented) The method of claim 31 wherein said customer information is obtained from a historical data file.

39. (Previously Presented) The method of claim 38 wherein said historical data file comprises information providing a reason for transmitting said electronic mail message.

40. (Previously Presented) The method of claim 38 wherein said template data is separable from said historical data file.

41. (Previously Presented) The method of claim 38 wherein said historical data file comprises transaction information.

42. (Previously Presented) The method of claim 41 wherein said transaction information comprises data associated with said customer.

43. (Previously Presented) An apparatus for regenerating message data comprising:

a processor;

memory coupled to said processor;

said memory comprising a regeneration module configured to:

obtain a request from a user for an electronic mail message previously transmitted to a customer;

obtain a stored reference to a template comprising template data associated with said electronic mail message;

obtain said template using said reference;

obtain customer information about said customer;

obtain previously calculated information associated with said electronic mail message; and

recreate a new version of said electronic mail message by combining said customer information, said previously calculated information, and said template data.

44. (Previously Presented) The apparatus of 43 wherein said template varies depending upon what type of trigger event initiated said request.

45. (Previously Presented) The apparatus of claim 43 wherein said template comprises information related to a transaction with said customer.

46. (Previously Presented) The apparatus of claim 43 wherein said electronic mail message comprises a message personalized for said user.

47. (Previously Presented) The apparatus of claim 43 wherein said new version of said electronic mail message is sent to said user for display.

48. (Previously Presented) The apparatus of claim 47 wherein said user comprises a customer service representative.

49. (Previously Presented) The apparatus of claim 47 wherein said user comprises said customer.

50. (Previously Presented) The apparatus of claim 43 wherein said customer information is obtained from a historical data file.

51. (Previously Presented) The apparatus of claim 50 wherein said historical data file comprises information providing a reason for transmitting said electronic mail message.

52. (Previously Presented) The apparatus of claim 50 wherein said template data is separable from said historical data file.

53. (Previously Presented) The apparatus of claim 50 wherein said historical data file comprises transaction information.

54. (Previously Presented) The apparatus of claim 53 wherein said transaction information comprises data associated with said customer.

55-73. (Canceled)